



Essential Information to Navigate through the PMP Process

WHO?

PMP Participants¹

The Performance Management Program applies to the following employees:

- Non-unionized supervisory and managerial employees in the Career Service, including uniformed members of the Metropolitan Police Department at the ranks of Lieutenant, Captain, Inspector, Commander, and Assistant Chief;
- Employees in the Excepted Service appointed under the authority of D.C. Official Code § 1-609.03; and
- Employees in the Management Supervisory Service.

PMP “User Roles”

- PMP Employee: An employee who is covered under the Performance Management Program.
- PMP Supervisor: Supervises an employee covered under the Performance Management Program.
- PMP Reviewer: Manages a PMP Supervisor and is the PMP employee’s 2nd –level supervisor.
- Human Resource Advisor: Primary HR contact for a specific agency. Responsible for implementing PMP within an agency. (*See “Appendix B” for complete listing of agency Human Resource Advisors.*)
- Agency Director: Head of entire agency that is under the Personnel Authority of the Mayor.

¹ Proposed changes to District Personnel Manual Chapter 14, “Performance Management,” include expansion of PMP to OCC supervisory attorneys and senior counsel who report to the Principal Deputy Corporation Counsel, Capital City Fellows, and non-unionized, non-supervisory employees identified by agency directors. 200 OCFO employees will also participate in PMP.



Sample PMP User Roles and Responsibilities



**Agency Director
“TERRY”**

Performance Plans

- Creates a Performance Plan for Jeffrey (based on Jeffrey’s Draft Performance Plan).
Pages 28 - 29

Performance Evaluations

- Reviews and approves the Performance Evaluation that Jeffrey created for Betsy. *Pages 31 - 32*
- Accesses Jeffrey’s Self-Evaluation. Completes Performance Evaluation for Jeffrey. Because Jeffrey reports to an Agency Director, there is not a Reviewer of his evaluation. Terry discusses evaluation with Jeffrey. *Pages 24 - 28*



**PMP Reviewer
“JEFFREY”**

Performance Plan

- Creates a Performance Plan for Betsy (based on Betsy’s Draft Performance Plan). *Pages 28 - 29*
- Creates his own Draft Performance Plan, and submits it to Terry. *Page 20 - 21*

Performance Evaluations

- Accesses Betsy’s Self-Evaluation. Completes Performance Evaluation for Betsy and submits it to Terry for Reviewer’s approval. After Terry approves, Jeffrey discusses the Performance Evaluation with Betsy. Terry, Jeffrey and Betsy all sign the Performance Evaluation. *Pages 24 - 28*
- Reviews and approves the Performance Evaluation that Betsy completed for Mike. *Pages 31 - 32*
- Creates a Self-Evaluation and submits it to Terry. *Page 18- 19*



**PMP Supervisor
“BETSY”**

Performance Plans

- Creates a Performance Plan for Mike (based on Mike’s Draft Performance Plan).
Pages 28 - 29
- Creates her own Draft Performance Plan, and submits to Jeffrey. *Page 20 - 21*

Performance Evaluations

- Accesses Mike’s Self-Evaluation. Completes Performance Evaluation for Mike and submits it to Jeffrey for Reviewer’s approval. After Jeffrey approves, Betsy discusses the Performance Evaluation with Mike. Jeffrey, Betsy and Mike all sign the Performance Evaluation. *Pages 24 - 28*
- Creates a Self-Evaluation and submits it to Jeffrey. *Page 18- 19*



**PMP Employee
“MIKE”**

Performance Plan

- Creates his own Draft Performance Plan, and submits to Betsy. *Page 20 - 21*

Performance Evaluation

- Creates a Self-Evaluation and submits it to Betsy. *Page 18- 19*

WHAT?

Performance Plan

A Performance Plan identifies performance expectations for an individual. The Supervisor and Employee set and discuss the conditions of the Performance Plan at the outset of the rating period (or within 30 days of hire/promotion/transfer to a PMP-eligible position). A Performance Plan includes three parts:

- **Section #1, Review of Competencies:** The Supervisor and Employee review the competencies and how they apply to the employee's specific job. Fifteen competencies apply to managers and supervisors; ten apply to non-supervisors and non-managers. For complete definitions of competencies at three rating levels, click http://www.dcop.dc.gov/services/perf_mgmt/competency_def.shtm
- **Section #2, Individual Performance Plan:** This section identifies the Employee performance objectives for the coming year. It specifies performance goals related to job duties, and if desired, specific competencies. The Individual Performance Plan should be specific, measurable, challenging, and supportive of the individual's job responsibilities. All goals require a weighting and a due date.
- **Section #3, Individual Development Plan:** In this section, development objectives are set to strengthen employees' performance for both the current job and potential future assignments. It identifies performance areas currently in need of improvement as well as areas that support career development. If an employee receives a rating of "1" or "2" on any competency or goal in the Performance Evaluation, next year's Performance Plan should include a development objective that addresses that deficiency.

All three sections are included in a complete Performance Plan.

A PMP employee must have a complete, approved Performance Plan in place for at least 90 days prior to receiving a Performance Evaluation.

Performance Evaluation

The Performance Evaluation assesses individual performance relative to the expectations outlined in the Performance Plan and the competencies. It is a formal process that results in a numerical rating for each individual. An employee must have had a Performance Plan in place for at least 90-days before receiving a Performance Evaluation based on that Performance Plan. Both the Supervisor AND the Reviewer must approve the employee's Performance Evaluation. A signed hard copy of the Performance Evaluation is filed in the employee's Official Personnel Folder.



The PMP Rating levels are as follows:

- 5 -- Significantly Exceeds Expectations: Consistently and significantly exceeds performance expectations; exceptional accomplishments are obvious to managers and peers;
- 4 -- Exceeds Expectations: Consistently exceeds performance expectations in most areas and meets expectations in others;
- 3 -- Meets Expectations: Consistently meets key performance expectations and may exceed on some expectations;
- 2 -- Needs Improvement: Meets some performance expectations but requires improvement in one (1) or more areas; and
- 1 -- Does Not Meet Expectations: Consistently does not meet performance expectations.

WHEN?

PMP Rating Period

The rating period is the same as the fiscal year, October 1 – September 30

FY 2002 Performance Evaluations

All FY 2002 Performance Evaluations must be completed by **November 7, 2002**. *A Performance Evaluation is registered as completed when it is approved by the employee's supervisor **and** the Reviewer in Online PMP* (see "**Where?**" on page 10 for more information about Online PMP). The Employee, Supervisor and Reviewer should sign a hard copy of the Performance Evaluation. Annual Performance Evaluations are filed in the employee's Official Personnel Folder.

FY 2003 Performance Plans

All FY 2003 Performance Plans must be completed by **November 27, 2002** (or within 30 days of hire for employees that are promoted/hired/transferred to a PMP-eligible position) *A Performance Plan is registered as completed when it is approved by the employee's supervisor in Online PMP* (The Reviewer only approves Performance Evaluations NOT Performance Plans). The Employee and Supervisor should sign a hard copy of the Performance Plan.

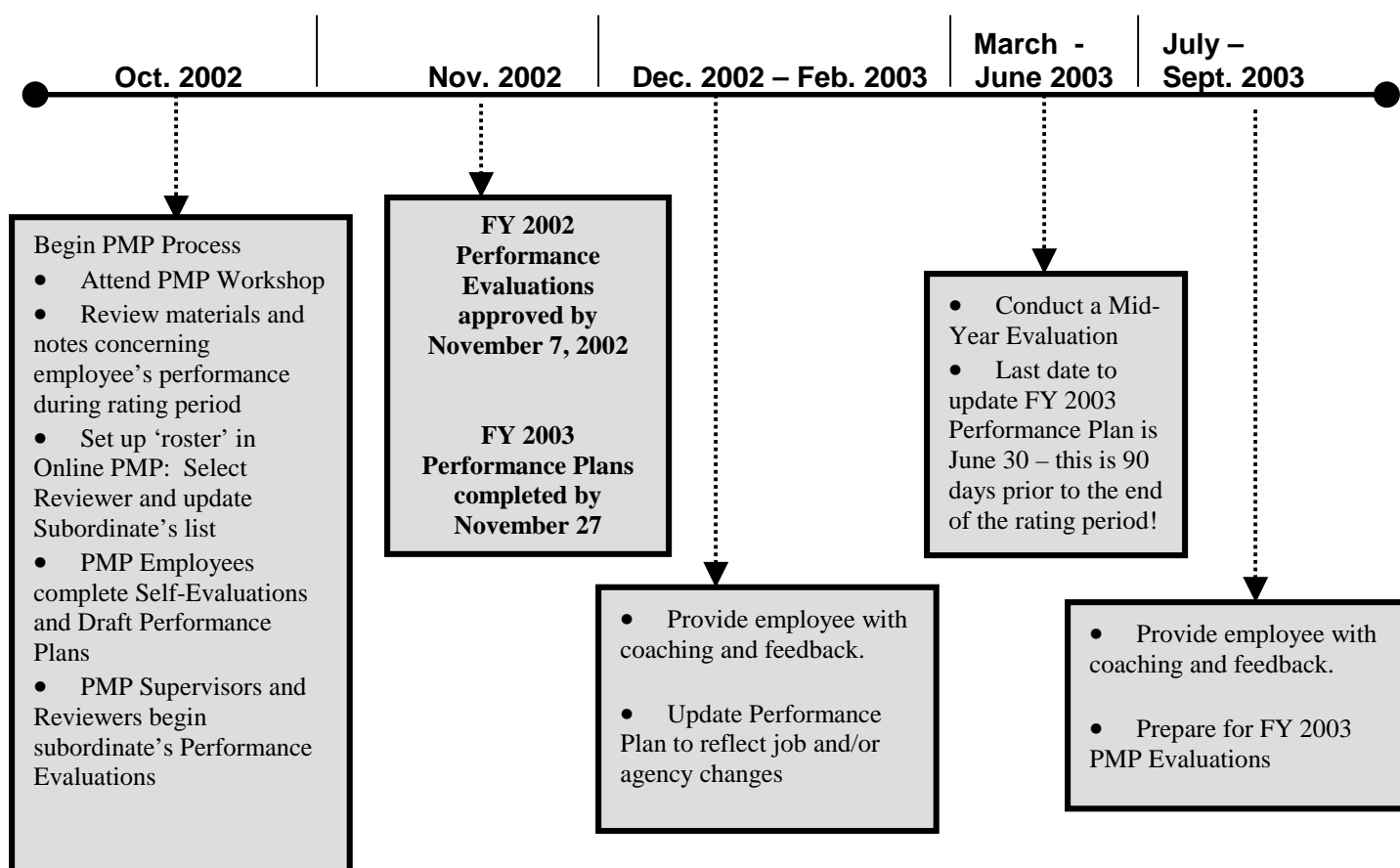
Mid-Year Evaluation:

A Mid-Year Evaluation may be conducted after an employee has had a Performance Plan in place for at least 90 days, and no later than 90 days prior to the end of the rating period (i.e., June 30).

Performance Improvement Plan:

A PIP is conducted when performance is deficient. The PIP outlines deficient areas and specific steps for improvement. The employee is on the PIP for 90 days. See DPM Chapter 14 has more information about the PIP process. (Note: The Performance Improvement Plan is NOT conducted on Online PMP. The template for the PIP is available at http://www.dcop.dc.gov/services/perf_mgmt/pmp_forms.shtm)

PMP TIMELINE



WHERE?

PMP is implemented via the **Online PMP** system. The Online PMP system is accessed through the new HR Applications Gateway. The Gateway is an Intranet portal that provides a single point of entry for multiple DCOP applications. It is a “one stop shop” for all HR applications. *For information on Gateway security, please see the “Logging in to Online PMP” section on page 11.*

HR Applications Gateway

The Gateway is accessed on the DC government Intranet at:
<http://dcopedm.dcop.dc.gov/gateway/>

Because this is an Intranet application, users can not access the site from a remote site. Users must be connected to the DC WAN to access the Gateway and Online PMP.

Online PMP

Online PMP is an intranet-based system on which all Performance Plans and Performance Evaluations are created. It is a management tool designed specifically for the District’s Performance Management Program. To access Online PMP, first enter the HR Applications Gateway, then select “Online PMP” in the upper left corner under the “**APPLICATIONS**” menu.

Submission to Official Personnel Folder

Supervisors should give a signed hard copy of all Performance Evaluations to the agency’s HR Advisor. The HR Advisor will forward all signed Performance Evaluations to DCOP for filing within the employee’s Official Personnel Folder. Hard copies of Performance *Plans* do not need to be forwarded to DCOP – only Performance Evaluations should be forwarded.

WHY?

The PMP was created to encourage employee development, promote fairness, and support the District’s strategic goals and objectives.

HOW?

The subsequent sections of the Survival Guide answer the HOW to implement PMP on the new Online PMP system.



Logging in to Online PMP

Because these are official, personal documents that you want to keep private, the HR Applications Gateway and Online PMP are password-protected, secure systems.

Security

The HR Applications Gateway is a secure, password protected system. Each user must have a User Name (e.g., Jsmith or John W Smith) AND a password (e.g., Apples#1!) to gain access to the Gateway. User names and passwords that were established for Online PMP in FY 2002 will work again in FY 2003.

Forgot Your Password?

If you know your user name, a new password can be automatically generated from the system and directly emailed to you.

- **To get a new password**, proceed to the HR Applications Gateway screen and enter your user name. Click on **"Forgot Password."** The system will assign a temporary password and e-mail it to the address that is on file for you.
- **If you do NOT receive your temporary password** in your email inbox within one hour, an incorrect email address may be on file for you and you are therefore not receiving the temporary password. If you did not receive the temporary password after entering your correct user name, please send a message with your name, social security number, and agency name to HRGateway_Admin@dc.gov (please note the underscore between the words "HRGateway" and "Admin")

The DCOP Performance Management Unit *does not* have access to password information.

Forgot Your User Name?

- Eligible employees who need access to the HR Applications Gateway and Online PMP but forget their user name should contact their agency Human Resource Advisor (See Appendix B for directory of agency HR Advisors). HR Advisors have a complete listing of agency employee's user names.

Once you have your correct user name, you can enter it into the login page of the HR Applications Gateway and then click **"Forgot Password"** to have it automatically emailed to you. (See above section on "Forgot Password.")



New User?

New Online PMP users should contact their agency Human Resource Advisor to obtain access to the Gateway and Online PMP. After you login for the first time with an assigned temporary password, the system will ask you to change it.

If you successfully logged in once, but the system will not allow you to re-enter the next time you try to log in, you may have disabled Internet “cookies.” Please see your agency IT specialist to discuss.

Creating a Password

Passwords must contain:

- At least 8 characters
- Upper and lower case letters
- At least one special character such as (! @ # \$ % ^ & *)
- At least one number

Passwords are CASE SENSITIVE!

Examples of passwords include: Apples#10! or June15,2002!

Privacy

**Passwords are PRIVATE and should NOT BE SHARED.
However, if you do share your password with another user, YOU are responsible
for all transactions that are completed with your name and password.**

Basic Buttons and Functions in Online PMP

Printing and Saving Your Work in Online PMP

PRINT

Do NOT use the print function in your Internet browser! Always use the PRINT function available within the Online PMP application. There are PRINT buttons located beneath the employee profile, and at the bottom of each Performance Plan or Performance Evaluation. After you select one of the PRINT buttons from within Online PMP, your Performance Plan/Evaluation will be converted with Adobe Acrobat Reader to create a clean version of the document that shows all goals and comments, as well as signature lines at the end. After the document is converted to Adobe, click the printer icon at the top of the screen to print.

SAVE

Do NOT use the SAVE function available through your Internet browser. Always use the SAVE functions available in the Online PMP system. There are SAVE buttons located beneath the employee profile, and at the bottom of each Performance Plan or Performance Evaluation. THE DOCUMENT WILL NOT SAVE if you use the SAVE icon in your Internet browser.

The following options may be available at the bottom of your screen:

APPROVE

This function saves your work and approves it. After clicking APPROVE, you will get another text message. For Evaluations, click OK to approve and send message to Reviewer that the document is ready for his/her review. If you click CANCEL – the Document will not register as approved! To complete the approval process, you must click APPROVE and then OK.

SAVE

Click here to SAVE your work. You will remain in the document you are currently working on after you click SAVE.

SAVE and CLOSE

Click on this button to save your document but move out of the document you are currently working on. After you click here you will have the option to “Print” or “Return to List of Subordinates.”

SPELLCHECK

Click on this button to check your spelling.

CANCEL

Click on this button to cancel your work. IT DOES NOT SAVE YOUR WORK! If you want to save your work, click on SAVE before you click on CANCEL.



Automatic Email Notification

To successfully **receive emails** generated from Online PMP, you must have the correct email address on file. To check your email address:

- 1) Login to the HR Applications Gateway at <http://dcopedm.dcop.dc.gov/gateway/>
- 2) Click on “**Settings**” in the options listed in the banner at the top of the Gateway homepage. You will then view all of your personal settings within the Gateway.
- 3) To update your email address, click on “Email” option under the “**USER SETTINGS**” menu on the left.

To successfully **send emails** automatically generated from Online PMP, you must have established the correct roster within Online PMP, including Supervisor, Reviewer and Subordinates. For example, if you have not selected your Reviewer, the system will not know where to send the automatic email to notify the Reviewer that you have completed a subordinate’s Performance Evaluation. If you have selected the wrong Reviewer, the wrong person will be alerted that the evaluation has been completed.

- To learn more about establishing your roster, please see page 23 in the PMP Supervisors chapter. Read the sections marked “**Add/Remove Subordinates**” and “**Select / Release Reviewer**.”
- The PMP Employee does not select his/her own Supervisor or Reviewer. The PMP Supervisor selects the employee as his/her subordinate. The PMP Supervisor selects the Reviewer.

Personal Data Displayed in Online PMP

Online PMP pulls all of its employee data from the District’s payroll system. Online PMP does not keep separate employee records. Therefore, all of the personal data that is displayed on the top of the employee’s Performance Plan and Performance Evaluation is the official data that is on record in the UPPS payroll system. Online PMP is updated with data from UPPS every two weeks.

All updates to official personnel information must be initiated by an official personnel action. The HR Advisor can do this by filling out the appropriate personnel form(s) and submitting it to the agency’s servicing personnel office at either the Reeves Center or Judiciary Square.

Remember, the employee information that was saved with an FY 2002 Performance Plan will also be reflected on the corresponding FY 2002 Performance Evaluation. If an employee assumes a new position during the year, a new Performance Plan should be issued based on the new position.

